

Older Adult Consumer Perception Survey Data - Bay Area Region - November 2007

Total Number of RECEIVED Surveys

	Frequency	Valid Percent
Valid November 2007	1601	100.0

Total Number of COMPLETED Surveys

	Frequency	Valid Percent
Valid November 2007	975	100.0

If the instrument is not completed, the PRIMARY reason must be indicated.

	Frequency	Valid Percent
Valid Refused	260	43.6
Impairment	127	21.3
Language	117	19.6
Other	93	15.6
Total	597	100.0
Missing	29	
Total	626	

Demographic Data

Gender

	Frequency	Valid Percent
Valid Female	520	54.9
Male	427	45.0
Other	1	.1
Total	948	100.0
Missing	27	
Total	975	

Ethnicity

		Frequency	Valid Percent
Valid	African American	88	9.4
	Asian/Pacific Islander	143	15.3
	Hispanic	124	13.2
	Native American	11	1.2
	White	511	54.5
	Other	30	3.2
	More than 1 race	30	3.2
	Total	937	100.0
Missing		38	
Total		975	

Age Category

		Frequency	Valid Percent
Valid	60 - 69 years old	689	74.9
	70 - 79 years old	189	20.5
	80 - 89 years old	37	4.0
	90 - 99 years old	3	.3
	100 years and older	2	.2
	Total	920	100.0
Missing		55	
Total		975	

Service-Related Data

How long have you received services here?

		Frequency	Valid Percent
Valid	This is my first visit here	9	1.1
	> 1 visit, but < one month	12	1.5
	1 to 2 months	34	4.1
	3 to 5 months	56	6.8
	6 months to 1 year	77	9.4
	More than 1 year	635	77.2
	Total	823	100.0
Missing		152	
Total		975	

What was the primary reason you became involved with this program?

		Frequency	Valid Percent
Valid	I decided to come in on my own	308	37.8
	Someone else recommended that I come in.	485	59.5
	I came in against my will.	22	2.7
	Total	815	100.0
Missing		160	
Total		975	

Were the services you received provided in the language you prefer?

		Frequency	Valid Percent
Valid	No	25	3.1
	Yes	770	96.9
	Total	795	100.0
Missing		180	
Total		975	

Was written information (e.g., brochures describing available services, your rights as a consumer, and mental health education materials) available to you in the language you prefer?

		Frequency	Valid Percent
Valid	No	46	5.8
	Yes	751	94.2
	Total	797	100.0
Missing		178	
Total		975	

Language of instrument

		Frequency	Valid Percent
Valid	Chinese	50	5.1
	English	798	81.8
	Russian	41	4.2
	Spanish	57	5.8
	Vietnamese	29	3.0
	Total	975	100.0

Who helped in completing the Survey?

I did not need any help.

		Frequency	Valid Percent
Valid	No	424	43.5
	Yes	551	56.5
	Total	975	100.0

A mental health advocate / volunteer helped me.

		Frequency	Valid Percent
Valid	No	937	96.1
	Yes	38	3.9
	Total	975	100.0

Another mental health consumer helped me.

		Frequency	Valid Percent
Valid	No	955	97.9
	Yes	20	2.1
	Total	975	100.0

A member of my family helped me.

		Frequency	Valid Percent
Valid	No	910	93.3
	Yes	65	6.7
	Total	975	100.0

A professional interviewer helped me.

		Frequency	Valid Percent
Valid	No	948	97.2
	Yes	27	2.8
	Total	975	100.0

My clinician / case manager helped me.

		Frequency	Valid Percent
Valid	No	866	88.8
	Yes	109	11.2
	Total	975	100.0

A staff member other than my clinician or case manager helped me.

		Frequency	Valid Percent
Valid	No	912	93.5
	Yes	63	6.5
	Total	975	100.0

Someone else helped me.

		Frequency	Valid Percent
Valid	No	949	97.3
	Yes	26	2.7
	Total	975	100.0

If you have been receiving services for ONE YEAR OR LESS, were you arrested since you began to receive mental health services?

	Frequency	Valid Percent
Valid No	150	94.9
Yes	8	5.1
Total	158	100.0
Missing	30	
Total	188	

If you have been receiving services for ONE YEAR OR LESS, were you arrested during the 12 months prior to that?

	Frequency	Valid Percent
Valid No	137	92.6
Yes	11	7.4
Total	148	100.0
Missing	40	
Total	188	

If you have been receiving services for ONE YEAR OR LESS, since you began to receive mental health services, have your encounters with the police . . .

	Frequency	Valid Percent
Valid Been reduced	20	14.2
Stayed the same	10	7.1
Increased	5	3.5
Not Applicable (No police encounters this year or last year)	106	75.2
Total	141	100.0
Missing	47	
Total	188	

If you have been receiving services for MORE THAN ONE YEAR, were you arrested during the last 12 months?

	Frequency	Valid Percent
Valid No	568	98.1
Yes	11	1.9
Total	579	100.0
Missing	56	
Total	635	

If you have been receiving services for MORE THAN ONE YEAR, were you arrested during the 12 months prior to that?

	Frequency	Valid Percent
Valid No	560	98.6
Yes	8	1.4
Total	568	100.0
Missing	67	
Total	635	

**If you have been receiving services for MORE THAN ONE YEAR,
over the last year, have your encounters with the police . . .**

		Frequency	Valid Percent
Valid	Been reduced	42	7.9
	Stayed the same	22	4.2
	Increased	5	.9
	Not Applicable (No police encounters this year or last year)	461	87.0
	Total	530	100.0
Missing		105	
Total		635	

Perception of Access to Services

		Frequency	Valid Percent
Valid	Dissatisfied	4	.4
	Somewhat Dissatisfied	12	1.3
	Neutral	72	7.6
	Satisfied	440	46.5
	Very Satisfied	418	44.2
	Total	946	100.0
Missing		29	
Total		975	

Perception of Quality & Appropriateness

		Frequency	Valid Percent
Valid	Dissatisfied	5	.5
	Somewhat Dissatisfied	10	1.1
	Neutral	52	5.7
	Satisfied	471	51.8
	Very Satisfied	372	40.9
	Total	910	100.0
Missing		65	
Total		975	

Perception of Participation in Treatment Planning

		Frequency	Valid Percent
Valid	Dissatisfied	4	.5
	Somewhat Dissatisfied	13	1.5
	Neutral	114	13.3
	Satisfied	402	46.9
	Very Satisfied	324	37.8
	Total	857	100.0
Missing		118	
Total		975	

Perception of Social Connectedness

		Frequency	Valid Percent
Valid	Dissatisfied	11	1.3
	Somewhat Dissatisfied	40	4.8
	Neutral	190	22.9
	Satisfied	398	48.0
	Very Satisfied	191	23.0
	Total	830	100.0
Missing		145	
Total		975	

Perception of Functioning

		Frequency	Valid Percent
Valid	Dissatisfied	4	.5
	Somewhat Dissatisfied	25	2.9
	Neutral	154	17.8
	Satisfied	437	50.5
	Very Satisfied	245	28.3
	Total	865	100.0
Missing		110	
Total		975	

Perception of Outcomes

		Frequency	Valid Percent
Valid	Dissatisfied	3	.4
	Somewhat Dissatisfied	15	1.8
	Neutral	166	19.6
	Satisfied	443	52.3
	Very Satisfied	220	26.0
	Total	847	100.0
Missing		128	
Total		975	

General Satisfaction

		Frequency	Valid Percent
Valid	Dissatisfied	8	.8
	Somewhat Dissatisfied	8	.8
	Neutral	41	4.2
	Satisfied	391	40.1
	Very Satisfied	527	54.1
	Total	975	100.0

Descriptive Statistics for Satisfaction with Services Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
accscale	946	1.00	5.00	4.3371	.64217
appscale	910	1.00	5.00	4.2956	.63080
txscale	857	1.00	5.00	4.3191	.67192
socscale	830	1.00	5.00	3.9481	.80600
funscale	865	1.00	5.00	4.0202	.74039
outscale	847	1.00	5.00	4.0272	.68167
satscale	975	1.00	5.00	4.4499	.66844
Valid N (listwise)	723				

Quality of Life Survey Data

QOL_1. How do you feel about your life in general?

	Frequency	Valid Percent
Valid		
Terrible	23	2.7
Unhappy	50	5.8
Mostly Dissatisfied	56	6.5
Mixed	239	28.0
Mostly Satisfied	253	29.6
Pleased	164	19.2
Delighted	70	8.2
Total	855	100.0
Missing	120	
Total	975	

Descriptive Statistics for Living Situation Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Living Situation Subscales	868	1.00	7.00	4.8984	1.38984
Valid N (listwise)	868				

Descriptive Statistics for Daily Activities and Functioning Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Daily Activities and Functioning Subscales	861	1.00	7.00	4.7412	1.20654
Valid N (listwise)	861				

Descriptive Statistics for Family Relations Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Family Relations Subscales	721	1.00	7.00	4.7628	1.62530
Valid N (listwise)	721				

Descriptive Statistics for Social Relations Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Social Relations Subscales	808	1.00	7.00	4.8211	1.26011
Valid N (listwise)	808				

QOL_6A. In the past month, were you the victim of any violent crimes such as assault, rape, mugging or robbery?

	Frequency	Valid Percent
Valid No	812	95.6
Yes	37	4.4
Total	849	100.0
Missing	126	
Total	975	

QOL_6B. In the past month, were you the victim of any non-violent crimes such as burglary, theft of your property or money, or being cheated?

	Frequency	Valid Percent
Valid No	762	89.0
Yes	94	11.0
Total	856	100.0
Missing	119	
Total	975	

QOL_7. In the past month, how many times have you been arrested for any crimes?

	Frequency	Valid Percent
Valid No arrests	779	98.7
1 arrest	6	.8
2 arrests	1	.1
3 arrests	1	.1
4 or more arrests	2	.3
Total	789	100.0
Missing	186	
Total	975	

Descriptive Statistics for Legal & Safety Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Legal & Safety Subscales	865	1.00	7.00	4.8665	1.29718
Valid N (listwise)	865				

QOL_9. In general, would you say your health is ____ ?

		Frequency	Valid Percent
Valid	Excellent	31	6.8
	Very Good	78	17.1
	Good	130	28.5
	Fair	157	34.4
	Poor	60	13.2
	Total	456	100.0
Missing		519	
Total		975	

Descriptive Statistics for Health Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Health Subscales	862	1.00	7.00	4.3834	1.36446
Valid N (listwise)	862				